

Appendix A

Standard Questions for Applicants Seeking Local Exchange Service Authority

1. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.

Yes, RCN Telecom Services of Illinois, LLC ("RCN LLC") seeks a waiver of Parts 710 and 735 and Section 735.180. The Commission has previously found that it is not necessary to apply these regulatory provisions to competitive service providers and has exempted competitive carriers from the application of these provisions. RCN LLC is seeking the same waivers as those granted to RCN Telecom Services of Illinois, Inc. ("RCN Inc."). Such waivers reduce the economic burdens of regulation and are consistent with the law or the purposes and policies of Article XIII of the Act.

2. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

3. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

4. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

5. Will your company abide by 83 Illinois Administrative Code Part 732, "Customer Credits"?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

6. Who will provide customer repair service for your company?

Because RCN LLC, like RCN Inc., is a facilities-based carrier and will not rely entirely on resold local service or UNEs from the ILEC, it will provide maintenance

ICC DOCKET NO. 03-0004
Witness: [Signature] / [Signature] / [Signature]
Date: 8/16/03 CK

and repair services through its own Illinois based technicians as well as through contractual arrangements it may have with repair or maintenance service companies that will be contractors of RCN LLC.

7. How many people does the company employ?

RCN LLC currently has approximately 335 employees.

8. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

9. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

10. Does your company plan on filing to become an Eligible Telecommunications Carrier?

RCN LLC mirrors the services previously provided by RCN Inc., which does not currently include becoming an ETC.

11. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?

Yes.

12. Will your company offer all of the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?

Yes, to the extent UTSAP applies to the services offered by RCN LLC. RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

13. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

Yes, RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.

14. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

Yes.

15. Has your company signed and return the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?

No. While RCN LLC has been operating under the membership of RCN Inc., RCN LLC is preparing separate membership forms.

16. How does your company plan to solicit customers once it begins to provide local service?

RCN LLC serve the prior customers of RCN Inc. RCN LLC does ~~not~~ currently intend to engage in ~~telemarketing or multi-level marketing~~ and uses the same Illinois based sales group used by RCN Inc. to sell to new customers.

17. Has your company provided service under any other name?

As described in the Petition, RCN Inc. provided service in Illinois until it was merged into RCN LLC, with RCN LLC surviving. Otherwise RCN LLC has not provided service under any other name.

18. Have any complaints or judgements been levied against the company? (Instate, out-of-state, or FCC).

No complaints or judgements have been levied against RCN LLC.

Appendix B

9-1-1 Questions for Applicants Seeking Local Exchange Service Authority

1. Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

Yes. RCN LLC offers all the services previously provided by RCN Inc. and will abide by all applicable rules and regulations.

2. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

Yes.

3. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

Yes.

4. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

RCN LLC provides information to its 911 database administrator to maintain the existing 911 database RCN Inc. utilized for its local exchange customers.

5. How often will your company update the 911 database with customer information?

RCN LLC will update the 911 information database with customer information as often as required, but at a minimum, RCN LLC will provide information to its database administrator to update the 911 information database on at least a daily basis.

6. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?

Yes.

7. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

RCN LLC has adopted the procedures previously used by RCN Inc.

8. Will your company's proposal require any network changes to any of the 911 systems?

No.

9. Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?

RCN LLC intends to apply for a waiver.

10. Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?

Yes. RCN Inc. previously received a waiver in Docket No. 00-0536 and RCN LLC seeks a declaration by the Commission that the waivers granted to RCN Inc. are applicable to RCN LLC upon issuance of a final order in this proceeding.

Appendix C

Financial Questions for Applicants Seeking Local Exchange Service Authority

1. (Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?

RCN Inc. previously received a waiver in Docket No. 00-0536 and RCN LLC seeks a declaration by the Commission that the waivers granted to RCN Inc. are applicable to RCN LLC upon issuance of a final order in this proceeding.

Further, while this provision is appropriately applied to incumbent local exchange carrier that have market power, it imposes unnecessary and burdensome requirements on competitive carriers and is inconsistent with a competitive environment. RCN LLC currently complies with GAAP, as do most other competitive telecommunications providers in Illinois. Compliance with USOA would require RCN LLC to maintain two separate accounting systems for its business, which would be extremely burdensome.

2. Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?

Yes, RCN LLC will keep its books in accordance with GAAP, which will result in a substantially equivalent portrayal of its operating results and financial condition and will maintain uniformity in the substantive results among telecommunications company.

3. Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

Yes.

4. Will applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?

Yes.

5. Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?

Yes, RCN LLC maintains its books and records in sufficient detail to facilitate the calculation of all applicable taxes, including the Illinois Gross Receipts Tax.

6. Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?

Yes. Please see the chart of accounts, which will be submitted as a confidential exhibit at hearing.

7. If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?

Yes.

8. Does applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?

Yes.

9. Please attached a copy of applicant's chart of accounts.

RCN LLC will submit its chart of accounts as a confidential exhibit at hearing.

Appendix D

Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

1. Will customers have the ability to sign up with any long distance company they choose?
Yes.
2. Will customers have the ability to use dial around long distance companies?
Yes.
3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.
No. RCN LLC is seeking resold and facilities-based local and interexchange authority in Illinois in this docket.
4. Will customers have access to the Illinois Relay Service?
Yes.
5. Will customers be able to make 1-800 calls for free?
Yes.
6. Will the Company offer operator services?
RCN LLC resells the operator services of other carriers.
7. Please describe how applicant plans to collect the monthly fee to be paid in advance.
Services which are charged for at monthly rates are billed in advance for one month's services. Services which are charges for at other than monthly rates are billed in arrears. The due date for bills is printed on the bill and are typically at least 21 days after the date of the invoice.
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?
Yes.

9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?

RCN LLC does have various non-recurring charges which include a service ordering charge for local exchange services. Typically payment arrangements are not offered for the service ordering charge.

10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?

Telephone service will be in the customer's name.

11. Will applicant offer prepaid service as a monthly service or as a usage service?

Except as described in question 7 above, RCN LLC does not offer prepaid services.

12. Will applicant provide a warning when the remaining value of service is about to cease?

Not applicable.

13. Is the customer given more than one notice of the remaining value of service?

Not applicable.

14. How much advance notice is given to the customer of the remaining value of service?

Not applicable.

15. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?

Not applicable.

16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?

Not applicable.

17. When does the timing of a call start?

Not applicable.

18. If the person called does not answer, is any time deducted from the customer's account?

Not applicable.

19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?

Not applicable.

20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)

Not applicable.

21. Are applicant's services available to TTY callers?

While RCN LLC does not offer prepaid services, its other services are available to TTY callers.

22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?

Not applicable.

23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?

RCN LLC offers all services that were previously provided by RCN Inc. and will abide by all applicable rules and regulations.